

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Jones Plastic and Engineering Company, LLC

Kentucky Manufacturing Assistance Center

Jones Plastic and Engineering Company Achieves ISO 9001:2000 Certification

Client Profile:

Jones Plastic and Engineering Company is a privately-held custom injection molder headquartered in Jeffersontown, Kentucky. The company has five molding facilities around the state. Founded in 1961, Jones Plastic and Engineering Company serves a variety of customers and industries as both a Tier-1 and Tier-2 supplier. Its Williamsburg division, with some 300 employees, offers customers value-added process capabilities including heat transfer labeling, hot stamping, vibration welding, robotic silicone dispensing, heat staking, ultrasonic welding, and kitting.

Situation:

Jones Plastic and Engineering Company (Jones) was certified to the old ISO 9000:1994 quality standard, which is being phased out in lieu of the updated ISO 9001:2000 standard. As a Tier-1 and Tier-2 supplier, much of Jones' business is predicated on its ability to maintain and produce products that meet both the most recent quality standards and customer requirements. As the deadline for upgrading to the new standard approached, Jones' Williamsburg division contacted the Kentucky Manufacturing Assistance Center (KMAC), a NIST MEP network affiliate, for assistance.

Solution:

KMAC is well-versed in quality management systems and ISO 9001:2000, and was able to provide the necessary upgrade training sessions for Jones' key employees and management personnel. Sessions included an overview of the ISO quality system, a review of the specific differences and additional requirements of the new standard, and management responsibilities and requirements. After making the necessary updates, Jones passed an independent audit and received its ISO 9001:2000 certification.

Results:

- * Achieved ISO 9001:2000 certification.
- * Improved customer development and/or retention.
- * Improved employee skills.
- * Improved profit margin.
- * Increased sales by \$100,000.
- * Achieved a cost savings of more than 1 percent of annual sales.
- * Increasing sales by 5 to 9 percent per employee.
- * Improved competitive position.

Testimonial:

"It's critical that our employees and management stay up-to-date in maintaining our quality management system to meet both customer demands and audit requirements. The Kentucky

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Manufacturing Assistance Center was able to secure a highly-qualified group to quickly and effectively bring our personnel up to speed on the new ISO 9001:2000 requirements and management responsibilities."

Gary Jody, Quality Manager